

Science Worksheets

Refund Policy

This policy applies to all Science Worksheets and the mark schemes purchased at www.scienceworksheets.co.uk operated by Science Worksheets, Mark Scates (Sole Trader), Rainham, Essex, UK ("Science Worksheets", "we", "us", "our").

Please Note: It is your responsibility to familiarise yourself with this policy. By placing an order, you indicate that you have read this policy and that you agree with and fully accept the terms of this policy. If you do not agree with or fully accept the terms of this policy, we ask that you do not place an order with us.

REFUND POLICY

We provide digital worksheets and mark schemes only. Once the worksheets are made available to you through your account or by download, access to the digital content has started and the purchase cannot be reversed.

Because of this, we do not offer refunds for change of mind, accidental purchases, or where you later decide that the worksheets are no longer needed or were not what you expected, provided the content matches its description. This does not affect your legal rights where a refund is required by law, such as if the digital content is faulty or cannot be accessed.

STATUTORY CANCELLATION RIGHTS FOR DIGITAL CONTENT

Under UK consumer law, you normally have a 14-day right to cancel an online purchase.

This right does not apply to digital content once delivery has started, provided that you requested immediate access and acknowledged that this would result in the loss of your 14-day cancellation right.

When you purchase worksheets from our website, you are required to confirm before any download begins that you want immediate access to the digital content and that you understand this means you will lose your 14-day right to cancel.

Once access is provided or a download starts, you will no longer be entitled to cancel your order for a change of mind.

NO CHANGE-OF-MIND REFUNDS AFTER DOWNLOAD

Once access to the worksheets has been provided or a download has started, refunds are not available for change-of-mind reasons. This includes situations where you purchased the worksheets by mistake, no longer need them, expected something different, or did not use or complete the worksheets after downloading them.

Please make sure the worksheets meet your needs before placing an order.

TECHNICAL ISSUES AND FAULTY DIGITAL CONTENT

If you experience a genuine technical issue that prevents you from accessing or using the worksheets, please contact us with details of the problem.

Where required by law, we will work with you to resolve the issue by restoring access, fixing the problem, or offering a refund if the digital content is faulty and cannot be fixed. Downloading the worksheets and later claiming a technical issue does not automatically entitle you to a refund.

CHARGEBACKS, PAYPAL DISPUTE OR SECTION 75 CCA 1974 CLAIMS

If you have a question or concern about a purchase, you agree to contact us first so we can try to resolve the issue.

If you raise a chargeback, PayPal dispute, or Section 75 claim for a purchase that has already been

delivered or accessed, we reserve the right to provide evidence to the relevant payment provider showing that the digital content was supplied and accessed in accordance with our Terms of Service.

Where a dispute is raised without a valid reason, we may suspend access to your account, restrict future purchases, and take reasonable steps to protect our business from misuse of our services. This does not affect your legal rights.

This Refund Policy forms part of our Terms of Service. The confirmations you provide during checkout, including your agreement to immediate digital access and the loss of cancellation rights, form part of the binding contract between you and us.

HELP AND COMPLAINTS

If you have any questions about refunds or this policy, you can contact us using info@scienceworksheets.co.uk.

CHANGES

The first version of this policy was issued on Friday, 17th of January, 2025, and is the current version. Any prior versions are invalid, and if we make changes to this policy, we will revise the effective date.